



fusionpeople

Crown
Commercial
Service
Supplier

Company Prospectus - June 2022, V1.0
RM6229 Permanent Recruitment 2
Lot 2, Non-clinical General Recruitment



Overview

Crown Commercial Service (CCS) supports the public sector to achieve maximum commercial value when procuring common goods and services. In 2020/21, CCS helped the public sector to achieve commercial benefits equal to £2.04bn - supporting world-class public services that offer best value for taxpayers.

Following a recent procurement exercise, Fusion People Limited have been named on Crown Commercial Service's RM6229 Framework for the provision of Permanent Recruitment Services.

Company Introduction

Established in 2003, Fusion People are a privately owned UK-based Recruitment provider experienced in resourcing across all Commercial & Procurement, DDaT, Finance, HR, Operational Delivery, Project Delivery and Property roles. We partner with clients across public, private and voluntary sectors, sourcing the outstanding talent needed to grow, augment and improve their teams. Markets we work in include Local Authority, Infrastructure, Defence, Commercial, Major Projects, Property & Facilities, Power & Energy and Health.

Throughout the UK we have a network of eight operational offices; Birmingham, Bristol, Crewe, Derby, London, Solent, Swindon and Warrington. These branches have dedicated teams of recruitment consultants, over 70 in total, each focused on a discipline and market area. All staff work through one database, meaning we can provide a fully collaborative approach with seamless resourcing, regardless of where the recruiter or role is based.

In addition we have a dedicated client focused Delivery Unit based in our Bristol office. This team is set up specifically to resource for a select number of clients including CCS. Led by an experienced Delivery Manager, the Resourcers are measured on both their successful fill rate and the quality of their placements.

Recruitment Methodology

We use multiple sources and methodologies to build a picture of the best candidates available in the market for each and every role assigned. Covering both active candidates (currently seeking a change) and passive candidates (not actively on the market), we build a comprehensive picture.

Each Consultant taps into their extensive networks, quickly building a picture of suitable candidates currently open to a move. The advantage of our delivery is that our dedicated and experienced Consultants have such a deep understanding of the industry, that much of the time-consuming mapping element in a standard search model can be effectively short-cut. We know where to look.

Where relevant, in addition to networking, using multiple resource sites and full competitor mapping, our database is extensive and has been built and maintained over a number of years. This is regularly refreshed to maintain both GDPR compliance and current awareness of the best available talent.

Candidate Journey

We are conscious that at all times we are representing CCS as a potential Employer and that the candidate journey must be a smooth one regardless of the outcome. The impression left with a candidate can be a positive one if handled correctly even if the outcome for the individual and role in question are not a match this time round. Going away with a good impression of CCS as an Employer of Choice for future options is imperative.

Candidates are supported through every stage of the process right from registration where there are introduced to our Candidate Charter outlining our commitment to dealing with them professionally in all matters through to post-placement care where we assist with any initial concerns or teething problems in their new role in partnership with their Line Manager.

Diversity & Inclusion

As a provider to many clients, we know how vital it is that our recruitment process accurately represents the diverse nature of our candidate base. We are an accredited "Disability Confident Employer" and recipients of the Defence Employer Recognition Scheme Silver Award. In addition we are Silver Members of the Supply Chain Sustainability School and an approved provider of Training Services through the Career Transition Partnership.

We have developed our recruitment strategy to encourage applications from under-represented communities helping us to be more creative in our thinking. This helps different ideas to be heard and then executed. We are also developing our mentoring and training programme to provide opportunities for women, BAME members and those from the LGBTQ+ to be leading teams within our business.

Apprentices are a core part of our approach and culture with over 30 having progressed through our business in the last 15 years.

Regular EDI monitoring of both our staff and applicant make-up is carried out through forms and online surveys in addition to both internal and external awareness campaigns. Through regular training and maintaining awareness of an inclusive approach, we work to remove unconscious bias within our staff. By doing this, we improve the inclusive approach to recruitment by our staff, which ultimately has a positive impact on the balance of the CCS workforce that we place.

Modern Slavery

Fusion People is an ethical recruiter, fully committed to preventing all forms of Modern Slavery within our own business and those of our suppliers. We strive to recruit the right people in the right way and do not believe that anyone should be forced to work against their will, in substandard conditions, under duress or in any form of Modern Slavery.

We have a procedure, Policy and statement in place to ensure that Modern Slavery does not occur within our own company or within our supply chain. Our Modern Slavery Statement is reviewed by the board and published on our website annually both as a legal requirement but also to advertise to our suppliers, candidates and clients alike that we will not tolerate Modern Slavery.

We recognise that open communication at all levels is key to completely eliminating Modern Slavery. Through communicating and collaborating with our suppliers and clients, we will help drive it out of our industry entirely. We will make clear to our suppliers that we strive for Modern Slavery best practice and are happy to collaborate with them to help them achieve it.

Social Value

Fusion People are fully committed to continuously improving our own social value performance and aiding our clients in achieving their own improvements. We regularly review areas where we feel we can do better and identify new opportunities to add social value; we strive to achieve this through growth and development of staff, fair reward (working to NLW as a minimum), general and mental wellbeing, worker opportunities (upskilling, progression and freedom of choice), sustainable operations, charitable and community engagement, sharing of expertise, diverse recruitment and improvement of opportunity for under-privileged and under-represented groups. Whilst we recognise that there are areas we can still improve on, we are working towards a wider embrace of Social Value as a whole.

Our fundamental aim is to do business the right way: legally, ethically and honestly, adding value where we can at all levels. Our Social Value approach has developed over a number of years - an example of this is the growth of our policy from a simple CSR policy to a Social Value policy; a fundamental shift from simply taking responsibility to genuinely adding value.

Quality Commitment

Quality over quantity is a core tenet of our approach. As an ISO 9001 certified business, our processes are strictly mandated to assure adherence to all legislative requirements in addition to industry best practice as part of our continuous improvement approach. Both clients and candidates have our commitment from the outset to receiving a service focused on quality with a swift resolution to any concerns raised. Ongoing feedback is gathered on a regular basis to aid further improvements to our service where possible. All candidates and client line managers will be given the opportunity to voice their opinion and help identify those areas.

We are full members of the Association of Professional Staffing Companies (APSCo) and externally audited by a number of bodies annually, confirming our ongoing commitment to quality in everything we do.



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Category - Commercial & Procurement

Overview

Our footprint in Commercial and Procurement roles ranges across a variety of sectors from service providers through construction and infrastructure to engineering and manufacturing. The range of talent we source brings a balanced view to teams, often from within another industry where best practice can be translated to good effect.

Experience

Working with a portfolio of clients we have provided Commercial & Procurement staff in a number of categories and at all levels for the last 18 years. Our placed workers have been involved in procuring and commercially managing some of the largest projects, frameworks and contracts within the UK market.

Role types

Head of Procurement | Purchasing Manager | Category Manager | Contracts Manager | Senior Buyer | E-Procurement Manager | Supply Chain Manager | Sourcing Manager | Procurement Agent | Logistics Manager | Bid Manager | Risk Manager | Procurement Project Manager | Negotiator | Commercial Account Manager | Contracts Assistant | Estimator | Commercial Officer | Quantity Surveyor | Commercial Manager | Product Manager | Sourcing Specialist | Procurement Specialist | Senior Category Lead | Senior Commercial Analyst | Category Lead | Customer Delivery Manager | Commercial Advisor |

Case Study

Client: PQS Consultancy working client side on Major Infrastructure Projects

Role: Senior Risk Manager

Scope of works: We were engaged by a major international PQS / Engineering consultancy - to supply them with a Senior Risk Manager with a strong background in the Rail sector. We met with the Director to define the brief for the proposed candidate. This included the essential relevant experience, the expectations of the role, responsibilities and where their career could develop within the company.

Approach: A list of target clients was identified. The salary level and benefits were agreed followed by the recruitment timescale and interview structure.

Our Senior recruitment specialists in conjunction with the resourcing team put together a targeted plan to identify suitable candidates. The marketing team developed an advertising strategy to target prospective candidates, which included sector specific websites. Having produced a map of relevant candidates for the Senior Consultants to contact, the resource team also carried out initial screening of the advertising response, including the most suitable candidates on the long list.

The consultants interviewing the long list of candidates included some specific questions that the client had suggested as part of the qualification process. These responses were included in the cover details for the candidates that were put forward. We narrowed the candidates down to a shortlist of 5 qualified candidates. We met with the candidates as part of the qualification process, went through the role, their understanding of the position, the challenges in the role, review of the company and their career development plans.

Outcome: the CVs and consultant overview were presented to the Director at the review meeting. As a result, 4 interviews were confirmed in line with the timescale, 2 taken through to 2nd interview and a successful appointment made.

Want to know more?

For further information or to discuss a particular requirement, please contact:

ccsperm@fusionpeople.com

Category - Digital, Data and Technology (DDat)

Overview

Fusion People focus on a range of DDaT jobs across the UK and into Western Europe, with a wide range of clients offering exciting and varied industry jobs in a variety of departments.

Our client portfolio spans organisations across our core markets and specialist businesses, and we assist these companies with a wide variety of jobs in DDaT disciplines. We cover support, development, system admin, infrastructure, banking & financial technology, digital projects and data centres.

From junior developers to hardware experts we understand the pivotal role these jobs play. We work with you to look deep into the role skills and experience to find your future permanent staff.

Experience

Our expertise in DDaT recruitment allows us to be able to help our candidates find the roles that will help them fulfil their full potential. Our clients need a wide range of skills and support.

Ranging from temporary or contract placements right through to permanent, senior positions, our consultants place talented, quality professionals. We provide recruitment solutions for industry-leading businesses from local / regional suppliers through specialists to Government organisations.

Role types

Solutions / Enterprise / Technical Architects | Project / Programme Manager | Infrastructure Engineers | Security Engineers | Test Engineers | Technical Assistant | Infrastructure Analyst (ITIL) | HR Technical Support | Systems Accountant | Systems Administrator | Service Desk Analyst | Data Analysts | Business Analysts | 1st / 2nd / 3rd Line Support | UX Engineering | SOC Security Analysts | SQL DBA | Software Developers | Web Developers | Assistant Testing & Commission | IT Manager

Case Study

Client: Engineering Services Company, Defence and Government Contracts

Scope: We have delivered to and supported this International client across a range of roles since 2013. Roles filled include Solutions Architects, Support Analysts, Network Engineers, Business Analysts, SOC Security Analysts and Project Managers.

Approach: for the range of roles required, we adjust our approach each time to meet the need, location, level, specialism, technical ability and qualifications needed. Combining networking, mapping and search routes with multiple advertising options, we create long lists for each of the roles prior to further screening, interviewing, referencing and shortlisting. We often find that many of our best candidates come through our ongoing resourcing, mapping and networking activities.

What have we achieved?

In the 9 years of delivering to this contract, we have created added value through sourcing the talent required for a wide range of roles in both interim and permanent posts. Roles have been sourced across the UK - the majority have required candidates to have BPSS as a minimum with many requiring SC clearance and a handful needing DV. Our candidates have filled critical roles within the client organisation.

Want to know more?

For further information or to discuss a particular requirement, please contact ccsperm@fusionpeople.com

Category - Finance

Overview

Within our Support Services division, we source candidates for a wide range of finance roles throughout the UK. These roles are across a variety of client organisations working in multiple markets including Engineering, Infrastructure, Construction and Manufacturing.

Experience

With clients working in such a variety of markets, finding the right financial staff with market specific experience has always been a challenge but one that we are proud to have risen to. We have placed staff at all levels from Admin Assistant (Accounts Department) through to CFO in a wide range of businesses.

Role Types

Finance Analyst | Finance Officer | Payroll Administrator | Payroll Clerk | Payroll Manager | Finance Assistant | Finance Support Officer | Clerical Finance Support | Credit Controller | Credit Control Manager | Credit Control Clerk | Finance Project Officer | Principal Finance Officer | Finance Manager | Finance Business Partner | Finance Director | Finance & Systems Reporting Assistant | Financial Controller | Management Accountant | Accounting Technician | Forensic Accountant | Auditor |

Case Study

Client: Support Services & Consultancy Provider in the Education Sector

Role: Chief Financial Officer, Finance Account Manager

Scope: Our client provides business support and consulting services to numerous educational establishments globally. We were awarded the contract to provide a range of Commercial and Finance staff. The company itself was going through a period of change and the roles assigned included both a Chief Financial Officer and a Finance Account Manager.

Account Management & Delivery: A Principal Consultant based in our Birmingham office took the lead as primary contact and was also responsible for the delivery of all roles. With over 15 years' experience in recruiting a range of senior roles, she worked closely with the client team to understand the requirements, the issues surrounding them and the reasons for the changes in the company so we could deliver the necessary personnel.

Sourcing Approach: Our approach was (and always is) to meet candidates before submitting them to any position. This way the candidates were thoroughly briefed on all aspects of the role, the company, the team and both the positives and negatives of the business to give them a well-rounded overview of exactly what to expect. This was to ensure that not only were they taken on but they also stayed with the business. A rigorous shortlisting took place and even though numerous candidates were sourced for the position only two made it through to be submitted to the client. Alongside our candidates the client was also considering direct applications, but it was our two candidates that were selected for final stage. Over the next month a number of meetings, presentations, and panel interviews to find the CFO and Finance Account Manager the client wanted.

What have we achieved?

For the duration of this project, we created added value through;

- Successfully delivering on key vacancies needed to assist our client through their period of transition
- Provided candidates of such high calibre that some were taken on for roles elsewhere in the business, not originally part of the scope

Want to know more?

For further information or to discuss a particular requirement, please contact ccsperm@fusionpeople.com

Category - HR

Overview

Across the wide range of clients that we deal with, no matter the market they work in, HR Support at all levels is a constant requirement. Interim and permanent roles form the majority of our business within the HR field.

Experience

Having placed hundreds of HR professionals at all levels, we are confident in our ability to find the right fit for the culture, ethos and structure of any business within the public, private or voluntary sector.

Roles

HR Advisor | HR Admin Assistant | HR Advisor Specialist | HR Team Manager | Recruitment Manager | Employment Relations Manager | Training Manager | Flexible Staffing Manager | Learning & Development Manager | Recruitment Specialist | HR Business Partner | HR Shared Services Administrator | Payroll Administrator | Human Factors Engineers | Workforce Planning Analyst | Recruitment Relationship Manager | Vacancy Co-ordinator | HR Change Manager | HR Administrator - Operations | HR Filing Admin Support

Case Study

Client: International Precision Engineering & Manufacturing Company

Role: HR Specialist

Sourcing Approach: When recruiting for Human Resources, we find it is vitally important to understand exactly what level the role will be within the organisation as they can differ from one client to another. It is also key to understand not only the seniority of the person required, but the type of industry they should have experience in and the number of employees that are looked after within the company or organisation.

We focused on understand the job requirement and confirmed the key priorities in experience required with the client Line Manager prior to commencing the search. Although we ran adverts for the role, we found (as we often do) that the majority of our best candidates came through our search and networking routes.

Outcome: Following our initial Consultant interviews, four candidates were put forward to the client for consideration. Three client interviews took place with one successfully placed without need for further interviews.

Want to know more?

For further information or to discuss a particular requirement, please contact ccsperm@fusionpeople.com

Category - Operational Delivery

Overview

We are a specialist consultancy providing a full recruitment solution to candidates and clients across the UK. We have extensive experience of providing all Administrative, Support Services and Operational roles and a client base consisting of top companies.

Experience

Since 2004, we have provided a wide range of Administrative, Support Services and Operational talent across the Local Authority, Health, Defence, Facilities, Construction and Engineering sectors. Services provided have ranged from single role fills through search projects to volume selection centre and onboarding exercises.

Roles

Receptionist | Administrator | Resource Administrator | Secretary | Document Controller | Technical Administrator | Customer Services Assistant | Customer Services Team Leader | Clerk | Call Handler | Despatcher | Data Entry Clerk | Executive Assistant | Personal Assistant | Office Manager | Print / Post Room Assistants | Operations Manager | Complaints Handler | Service Delivery Manager

Case Study

Client: FTSE 250 Support Services Provider

Duration: December 2017 – Ongoing

Spend: circa £1m p.a.

Role: Claims Advisors, Call Centre Operatives, Customer Service Advisors, Administrators

Overview: We started working with this client in December 2017 and have since become one of only two on the service operations side. Our Account Delivery team focus on a combination of constant resourcing for individual posts and assessment centres for multiple roles within a region. The resource team focus purely on constantly building pools of skilled candidates across all regions.

Assessment Centres

As a company we are set up well for mass recruitment of this scale. The main success on this account has been through our in-depth and thorough pre-screening process using assessment days and open days.

Prior research is done for each location, assessing the local employment levels, competitor organisations, companies making redundancies, possible sourcing routes, social value and legacy options and travel infrastructure.

We rent a suitable space within the region (often a hotel conference room) to set up the assessment day. Prior to the day itself, we run a pre-screening exercise on all applicants and sourced candidates to build a list of appropriate invitees. Working with client hiring managers on the day, then we carry out multiple activities to assess each individual. Assessments are tailored to the role being interviewed with some being individual and some on a group basis. This approach helps us verify individual and technical skills as well as team working and collaborative abilities where appropriate.

We have found that this approach works well as the risk to the client is minimal, the cost is primarily borne by us as the Agent and the Line Managers take just one day out of the business rather than having to constantly find slots for individual interviews. Our conversion and retention rate from these centres is also excellent.

For example, 29 Call Centre roles were released, predominately Temp to Perm opportunities. Over 100 Candidates were submitted, almost all of which were invited to the assessment centres. The assessment centres comprised of two 3 hour centres (10AM – 1PM morning session) & (2PM – 5PM afternoon session). During the sessions we covered full client briefings and carried out both group and 1-2-1 interviews. Out of this assessment centre we placed 24 candidates, all of which are still in post.

Benefits:

- Time and cost efficient regionalised approach
- Excellent response rates and attendance
- 95% + retention rate to date
- Low risk to client as charges are only made once the worker starts their engagement
- Opportunity for candidates to build and learn about the team working ethos within the client, making sure they are a culture fit.

Want to know more?

For further information or to discuss a particular requirement, please contact ccsperm@fusionpeople.com

Category - Project Delivery

Overview

Project Delivery roles are core to our business with a strong footing in the Construction and Infrastructure markets. We have spent the last 18 years working with a range of clients, filling roles throughout their organisations at all levels.

Experience

Our client portfolio ranges from SME Contractors through to end clients and Infrastructure owners, providing a range of Project Delivery disciplines from hands-on roles through to Director level, incorporating all elements of Design, Engineering, Project Management, Commercial & Risk Management and Regulatory.

Roles

Project Delivery Manager | Senior Project Engineer | Project Engineer | Project Manager | Electrical Project Manager | Mechanical Project Manager | MEP Project Manager | Defence Project Manager | Project Administrator | Project Planner | Project Controls Engineer | Project Quantity Surveyor | Project Coordinator | Senior Project Manager | Change Manager | Project Resource Manager | Communications and Change Manager | BIM Manager | BIM Technician | Project Commercial Manager | Design Manager

Case Study

Client: Infrastructure Services Provider

Scope of Works: The client was in the process of mobilising a new framework contract to carry out both capital works and planned maintenance across a UK wide portfolio. Fusion People were engaged to source both Delivery and Project Managers across 7 different locations, a total of 9 roles.

Approach: we took a multi-channel approach with a combination of online and hard copy advertising combined with searching our existing candidate database, online job boards and a full search and mapping exercise. In addition, our specialist Projects team tapped into their extensive networks. Each role, although linked by the same end client, was to be based in a different location meaning that every requirement was handled as a separate part of the recruitment funnel.

As the client was also undergoing a TUPE process for incumbent staff at this point, the process had to be handled sensitively at all times, with an understanding that some requirements could change. Through regular communication with client stakeholders and our candidate pool we maintained the necessary interest with all parties.

Full screening was undertaken with all candidates, including verifying current security clearances. Candidates being offered a role without any current clearance were walked through the process and an appropriate notice agreed to allow for full clearances to be achieved.

Where locations were close enough geographically for candidates to be considered for more than one role, this was clearly communicated to the client and where successful, a mutual decision made on the best location for them to take the role.

Outcome: over the initial four months, seven of the posts were placed with the remaining two posts filled a further two months later with delays allowing for clearances to be completed.

Want to know more?

For further information or to discuss a particular requirement, please contact ccsperm@fusionpeople.com

Category - Property & Facilities

Overview

As a recruiter with a strong focus and number of key clients in “The Built Environment”, Property and Facilities are markets we recruit for on a daily basis. Markets covered include Defence, Local Authority, Health, Education, Commercial, Industrial and Leisure.

Experience

Since starting the business in 2004, Property & Facilities have been a core focus of our business. Our coverage is throughout the UK with roles at all levels and across a wide range of property and estates portfolios.

Role Types

Estates Manager | Facilities Assistant | Facilities Consultant | Facilities Coordinator | Facilities Director | Maintenance Surveyor | Moves Manager | Portfolio Manager | Property Manager | Lifecycle Manager | Facilities Manager (Hard/Soft/TFM) | Account Manager | Asset Manager | Contracts Manager | Cost Manager | Quantity Surveyor | Commercial Manager | Electrical Shift Leader | Electrical Supervisor | Facilities Helpdesk | Commercial Surveyor | Building Surveyor | Sustainability Consultant | BREAMM Assessor | Energy Manager

Case Study

Client: Major UK Facilities Management Provider

Roles: Hard Services Manager, Contract Manager, Contract Administrator, Electrical Engineers (x5), Gas Engineers (x2), Air Conditioning Engineer (x2), Fabric Engineer (x2), PPM Coordinator.

Duration: June 2019 – ongoing

Client overview: This FM provider covers a wide range of in-house hard facilities management services to a diverse portfolio of public and private sector clients across the UK. Their scope of services includes:

- Hard FM Services
- Helpdesk Services
- Energy Management
- CAFM
- Lifecycle

The Project:

Having been successful in securing a Local Authority contract in the South West in June 2019, with the contract previously held by a competitor, the main structure of the team had to TUPE across. After this was completed, the key client contacted one of our Senior Consultants due to a successful working relationship, to ask whether Fusion People would be prepared to help them with the mobilisation of the account and support with the recruitment needs.

The contract is comprised of all Local Authority premises ranging from commercial to educational buildings. The scope is the delivery of all hard services, planned and reactive maintenance tasks along with small project works and life cycle replacements within agreed SLA's. This therefore required a specific skill set, knowledge and understanding of the work. Our Senior Consultant assigned to the roles has specialised in the FM, building services and property sector for over 6 years and has the experience of recruiting for similar position in the past, giving him the knowledge of the challenges of the roles presented to Fusion People.

Client Needs Assessment:

We took the time to visit the Bristol office and meet with the key stakeholder (Operations Manager) to discuss each of the positions in detail to understand the type of work, locations and challenges that the post holders would have to carry out. We have worked with this client in the area for a number of years but each time a new contract or assignment is brought on, we always make efforts to gain all information specific to the scope, locations, requirements and aims.

Candidate Attraction and Screening:

Utilising a mixture of a large network of contacts, recommendations, targeted search and local and national advertising through a diverse range of websites and social media, we were able to identify appropriate pools of candidates for each role in question.

Initial screening involved Right to Work checks, verification of qualifications, taking references, full interview and pre-DBS checks. All candidates were invited to complete both diversity and satisfaction questionnaires.

Outcome:

Candidates were then shortlisted, submitted and underwent the client interview process. 15 candidates were placed into the client on this contract.

Want to know more?

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